



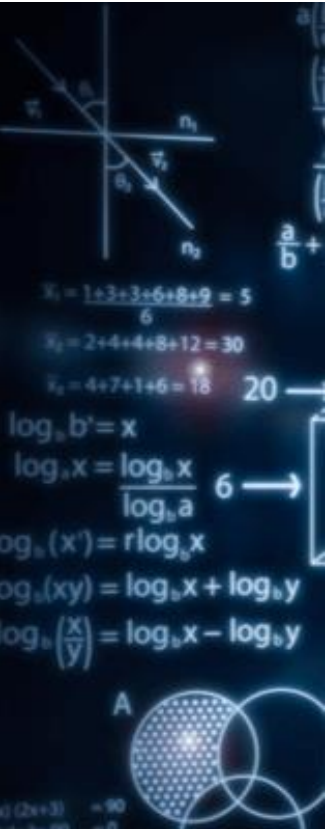
Data Analytics & Artificial Intelligence

Kristin Yuan, CMC

November 8, 2023 12:30 p.m. ET

What's **UP?**
Wednesday

CMC



Lest we forget.





WHAT'S UP NEXT

The 2nd Wednesday of the month 12:30pm eastern

Visit CMC-Canada for a list of all Canada events

<https://www.cmc-canada.ca/Events>



ONTARIO

What's Up Wednesday

MANAGING POWER
RELATIONSHIPS IN FACILITATION

Speakers :

Christopher Carter, CMC

Stephen Davies, CMC

December 13, 2023 | 12:30-1:30pm

Registration
Open



BECOME A PRO BONO *Client*

Are you with a charitable organization in Ontario?

- The CMC Pro Bono program empowers small, established charities to achieve their goals by providing volunteer CMC Management Consultants at no cost.

Learn more, find out if you are eligible and apply today!

<https://cmc-canada.ca/Ontario/Ontario-Pro-bono-client-program>

Certified Management Consultant Volunteers are welcome to apply here

<https://www.cmc-canada.ca/Ontario/Ontario-Pro-bono-program>

Become a
PRO BONO
Client

Are you with a charitable organization in Ontario?

▶ LEARN MORE AND APPLY TODAY!

You may be eligible to receive free support from a Certified Management Consultant.

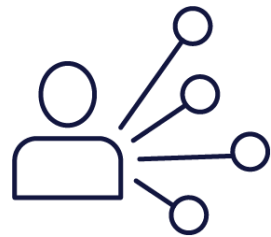
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WHY JOIN?

MEMBERSHIP CONNECTS YOU



CONSULTANTS



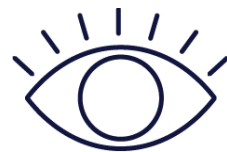
NETWORK



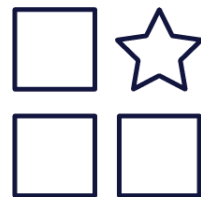
RESOURCES



CERTIFICATION



VISIBILITY



DIFFERENTIATE



How to Participate

- You will be muted for this call
- To ask a question – Type the question into the chat tool.
- We kindly ask that you turn your Video on if you are able to. We want to see your smiling faces!
- This session will be recorded
- A copy of the presentation will be available after the event.

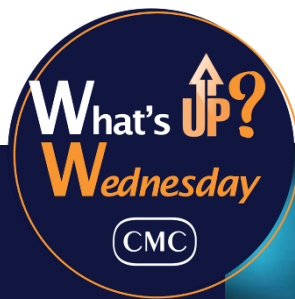


ABOUT OUR GUEST SPEAKER

Kristin Yuan, CMC

- ❑ Private & Public Sector experience
- ❑ Data & Digital transformation
- ❑ Currently at NAV Canada leading their Data, Analytics, AI and business automation.
- ❑ Board member at Kanata Montessori School and Ottawa Community Housing





Data Analytics and AI

Kristin Yuan, CMC



AGENDA

- Define data, analytics, and AI
- Current state of data, analytics, and AI in the public sector
- Data, analytics, and AI use cases
- Risks and challenges
- Looking ahead

- Define Data, Analytics and AI

Poll 1

Have you used Generative AI?

- Yes
- No





ARTIFICIAL INTELLIGENCE in the NEWS



Produced by DALL-E

What is AI?

“Artificial intelligence (AI) applies **advanced analysis and logic-based techniques**, including machine learning, to **interpret events, support and automate decisions**, and **take actions**.”

-Gartner

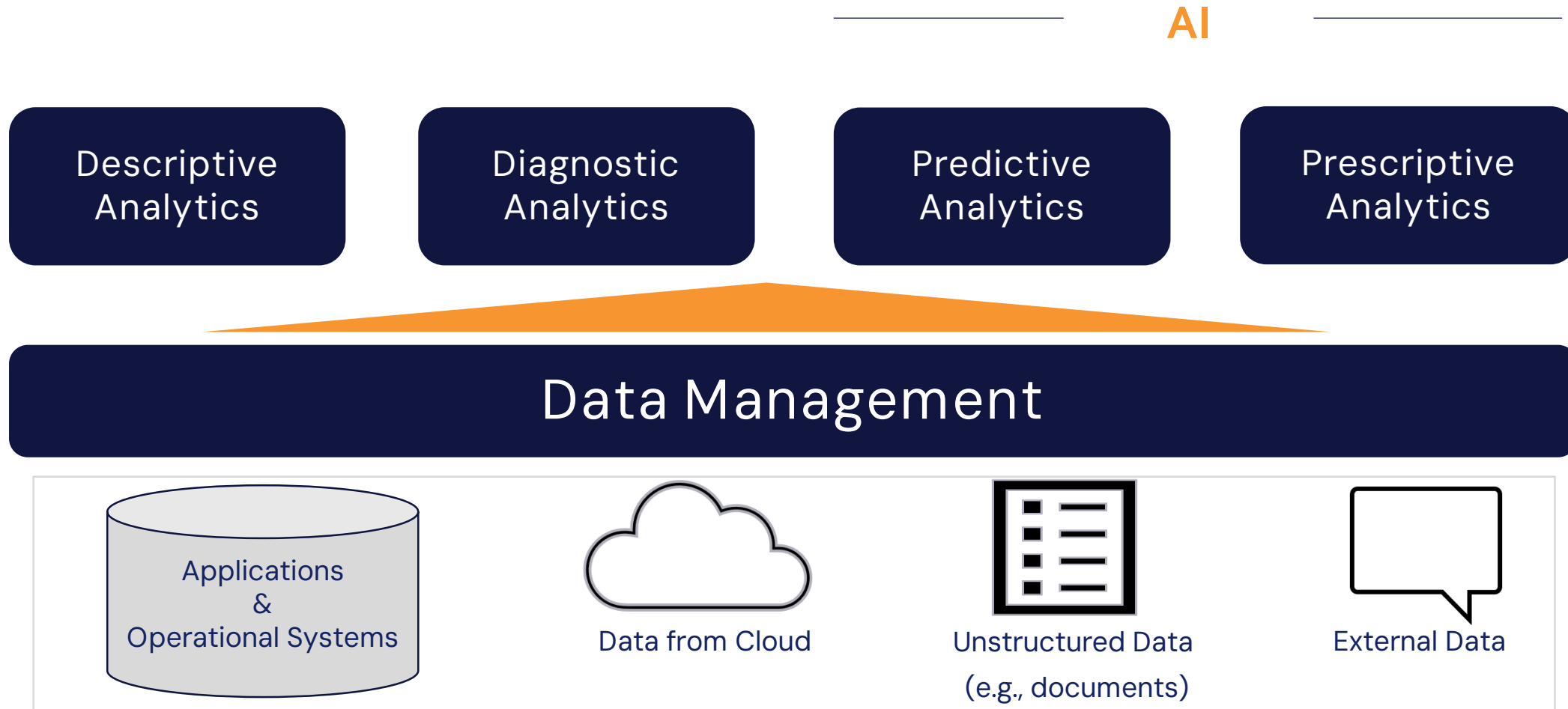
Machine Learning

Natural Language Processing

Computer Vision

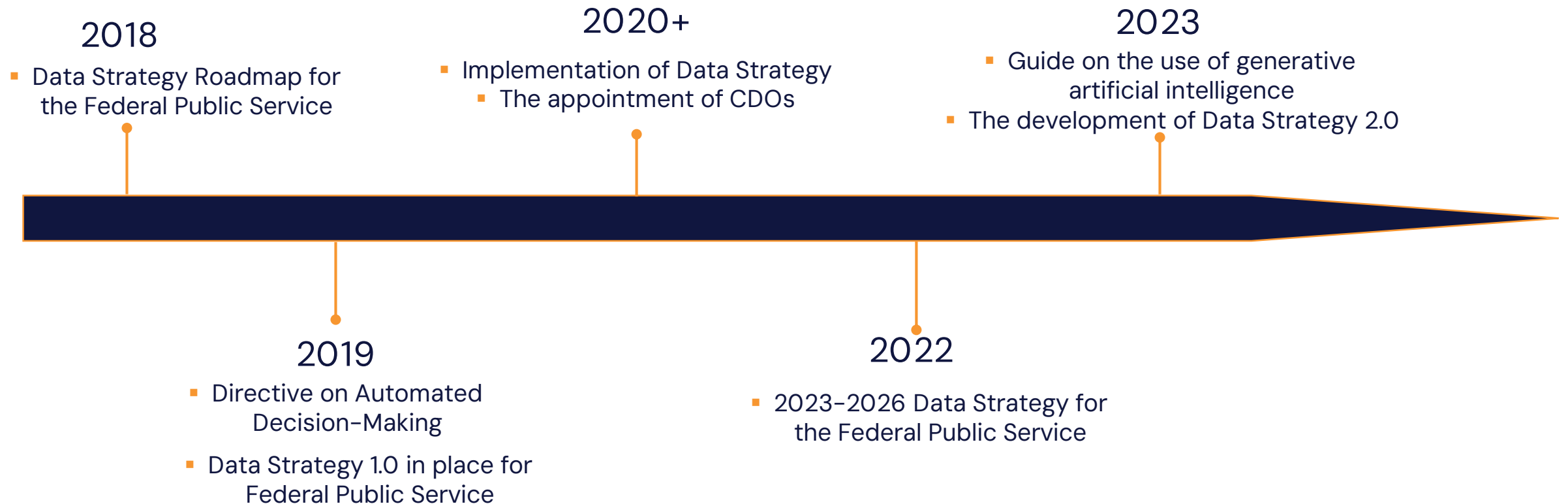
Generative AI

Data, Analytics, and AI



- Data, Analytics and AI in Public Sector

Data, Analytics and AI timeline



Digital government as the driving force

Digital Government

Provide secure and modern digital services

- Simpler, faster, and better online services

Ensure openness and Transparency

- Data sharing
- Open data
- Data-driven decisions

Enable the data economy responsibly

- Data privacy and security
- Responsible use of AI

Key Data, Analytics, and AI use cases by drivers

	Provide secure and modern digital services	Ensure openness and Transparency	Enable the data economy responsibly
Chatbot	●		
Fraud Analytics	●		
Data Monetization	●		●
Real-Time Analytics	●		
Data Sharing	●	●	●
Citizen experience	●		
Financial Planning and Forecasting	●	●	
Asset Management	●		
Geospatial Analytics	●	●	●
Supply Chain	●		
Cyber Security	●		
Employee Experience	●		

Poll 2

From your experience, what is the biggest barrier for AI adoption?

- Poor data quality
- Lack of funding
- Not trusting AI
- Unclear what AI can do for me
- Limited skillsets



Key challenges in AI implementation

1

Foundational data management capabilities

- Data quality and data governance

2

Trustworthiness and ethical issues

- Trust in models and responsible use of AI

3

Data literacy and organizational change management

- An ability to think data first and a new way of working

Key risks of AI

KEY RISKS

- ❑ Lack of transparency and explainability due to complex algorithms
- ❑ Bias in models
- ❑ Privacy and security concerns
- ❑ Misinformation and manipulation
- ❑ Unintended consequences

LOOKING AHEAD

● STRENGTHEN THE FOUNDATION

- Strengthen data management
- Establish AI governance
- Demystify AI

● IMPLEMENT AI RESPONSIBLY

- Implement AI in a responsible way
- Continue to improve the models and measure benefits
- Continue to evolve AI legal and regulatory framework, standards, and policies to ensure a responsible and ethical use of AI

● CONDUCT EXPERIMENTATION

- Identify where AI technology can support key priorities for public sector
- Conduct PoC
- Measure benefits

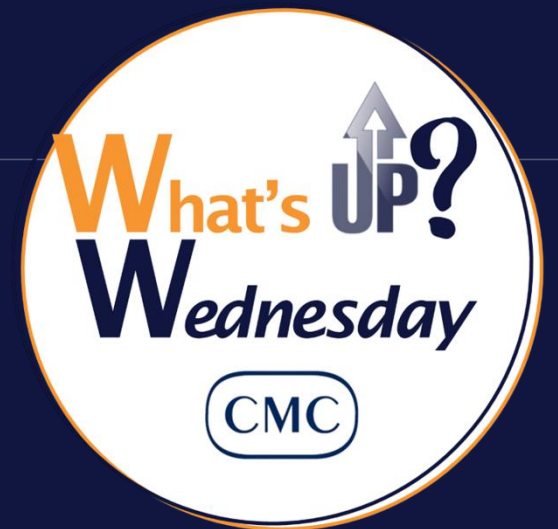
In summary

- ❑ Data, Analytics, and AI present significant opportunities for public sector organizations to improve its service delivery more efficiently and effectively.
- ❑ To advance data, analytics and AI capabilities, public sector organizations will need to continue to strengthen foundational data management capabilities, improve data literacy, and establish AI governance.
- ❑ Consultants will continue to play an important role to help public sector organizations in this journey. Specifically, data and AI governance, data cataloging, and organizational change management will likely be the focus for public sector organizations in the near future.



Questions

Please type in the chat



THANK YOU



INFO@CMC-ONTARIO.CA

[HTTPS://CMC-CANADA.CA/ONTARIO](https://CMC-CANADA.CA/ONTARIO)